

SYSTEM: Ombudsman Case Tracking System 2.0
SCRIPT NAME: User Acceptance Test (UAT) Script
TEST 3: **Researching a Case**

Scope:

The OCTS 2.0 application provides the SFA Ombudsman the ability to research a case using the Knowledge Base for the purpose of resolving request for assistance from customer. This test case validates the tasks associated with researching an existing case. The following scenarios will be executed:

- Researching a case using related cases
- Researching a case using the encyclopedia
- Researching a case using the literature and results tabs

**Exclusions/
Limitations:**

- SIT/UAT does not have the capability of performing a stress test on the OCTS 2.0 program. The number of transactions staged for SIT/UAT conditions will represent only a small fraction of the production-size data.

Control:

Testing Site: Testing will take place at the ROB-3 site. The On-site Test Lead will:

- facilitate the test execution,
- collect change requests from the Users executing the test,
- enter the change control requests in to the MS Access System Investigation Request Tool,
- assign a priority level to each request,
- coordinate modifications with the development team,
- and coordinate regression testing with the User Test Team.

Conditions:

- Researching a case using related cases
- Researching a case using the encyclopedia
- Researching a case using the literature and results tabs

Operations:

Input data will be staged using a Microsoft Excel Tool. After logging on to the Siebel test region, the tester will manually enter the staged data utilizing the following method:

- The tester will navigate through the OCTS 2.0 screens in order to enter the data in the appropriate areas.

Results:

The test team will review results on-line.

Inputs:

The following excel files contain the test data:

researching case data [].xls

where [] = 0,1,2,...10

Outputs:

The output will be stored in the Test Database.

Researching a Case Using Related Cases

Procedures/Script:

Scenario 1: Researching a Case Using Related Cases

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password.	Successful logon.	
	2	Navigate to the Cases Tab, All Cases View.	The view "All Cases" is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Case selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Click the New Query button on the tool bar and click in the "Account" field.	The list applet will be blank with the cursor in the column "Account."	
	4	Enter the account and hit Enter.	The appropriate account will be displayed in the list applet.	
	5	Click on the Results Search View on the view bar.	The Cases Tab, Results Search View is displayed. The details of the case are displayed in the form applet at the top, and the results form applet is at the bottom.	

Researching a Case Using Related Cases

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	6	Click the Related Cases button on the Cases form applet at the top.	The search criteria is populated in the appropriate fields. The following fields are automatically populated: Original Issue Category, Original Issue Sub Category, Revised Issue Category, Revised Issue Sub Category.	
	7	Click on the Revised Issue Category field and delete the contents.	The Revised Issue Category field is blank.	
	8	Click on the Revised Issue Sub Category field and delete the contents.	The Revised Issue Sub Category field is blank.	
	9	Press Enter.	The details of one of the related cases are in the case form applet. The results of that case are in the results applet at the bottom of the screen.	
	10	Click on the Toggle button at the top of the screen.	The case list applet appears listing the results of the search.	
	11	Use the Next and Previous record buttons on the tool bar to view each record.	The results of each case are displayed in the form applet at the bottom as the cases are highlighted.	
	12	Select a case that has results data.	The selected case has a red arrow pointing to it.	
	13	Click the Toggle button on the Results form applet.	The Results list applet is displayed showing all results for this case.	
	14	Select a result.	The result has a red arrow pointing to it.	
	15	Click the Toggle button on the Results list applet.	The Results form applet is displayed showing the details of that result.	

Researching a Case Using Related Cases

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	16	Make sure the case you were working on is highlighted in the list applet at the top. Click on the Activities View on the view bar.	The Case Tab, Activities View is displayed with the details of the case in a form applet at the top and a list of activities associated with that case at the bottom.	
	17	Click the toggle button at the bottom of the screen.	The Activities form applet is displayed.	
	18	Click the new button on the Activities form applet.	"Case #" is automatically populated, "Last Name" and "First Name" are populated with the primary contact linked to the case, "Account" is automatically populated, "Assigned To" is populated with your id, "Planned Start" is populated with the system's date and time, "Actual Start" is populated with the system's date and time, "Due" is populated with the system's date. All other fields are blank. The cursor is on "Activity Type."	
	19	Hit F2 to view the picklist and arrow down to "Research." Hit Enter.	The field is populated with the chosen value.	
	20	Enter a description of the activity in the "Description" field.	The text is displayed in the description box, and the scroll bar can be used to view the entire text.	
	21	Tab to the "Actual Completion" field.	The cursor is in the "Actual Completion" field.	
	22	Enter the correct date and time.	The value is displayed in the "Actual Completion" field and the "Status" field value is automatically changed to "Done."	
	23	Click on the toggle button at the bottom of the screen.	The Activities list applet is displayed.	
	24	Make sure the activity you just created is highlighted.	The record has a red arrow to the left.	

Researching a Case Using Related Cases

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	25	Right click to bring up the menu and click on Delete Record.	A message box will open to verify you want to delete the record.	
	26	Click "Yes."	The Activity record is deleted.	

Researching a Case Using the Encyclopedia

Procedures/Script:

Scenario 2: Researching a Case Using the Encyclopedia

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Cases Tab, All Cases View	The view "All Cases" is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Case selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Select the case you want to research.	A red arrow is pointing to the correct case record.	
	4	Click on the Results Search View on the view bar.	The Cases Tab, Results Search View is displayed. The details of the case are displayed in the form applet at the top, and the results form applet is at the bottom.	
	5	Ensure that all of the following fields are populated in the Case form applet: Original Issue Category, Original Issue Sub Category, Revised Issue Category, Revised Issue Sub Category. If not, enter data in the blank fields.	All four fields have values.	

Researching a Case Using the Encyclopedia

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	6	Click on the Encyclopedia button at the top of the screen.	The encyclopedia page related to the case will appear, with the All Decision Issues View displayed.	

Researching a Case Using the Literature and Results Tabs

Procedures/Script:

Scenario 3: Researching a Case Using the Literature and Results Tabs

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password.	Successful logon.	
	2	Navigate to the Literature Tab.	The view "Literature" is visible. In the top part of the view a list applet detailing literature documents is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom part of the view a form applet detailing the information for the document selected in the list applet is visible.	
	3	Click on the hyperlink under the "Name" field to launch the desired document.	The appropriate application is opened with the document displayed.	
	4	Close the application that was launched.	The application is closed.	
	5	Click on the Results Tab.	The view "All Results" is visible. In the top half of the view a list applet detailing results is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the result selected in the list applet is visible. This list is sorted in ascending order by Name. The New, Copy, and Cancel buttons are enabled. The Delete button is disabled.	

Researching a Case Using the Literature and Results Tabs

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	6	Click on the hyperlink under the Name field of the result you want to look at.	The Results Tab, Resolution Documents View is displayed. The top half of the screen has a form applet with details of the chosen result. The bottom half has a list applet with documents related to that result.	